

STREET REPAIRS

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❑ City Street Repairs

Neighborhood construction can be inconvenient, but every project has been carefully planned and designed to improve city streets and services. The City of Fort Worth is committed to the continuous improvement of the quality of life enjoyed by its citizens.

How do I get my street repaired?

For pothole repair, call TPW Customer Service at (817) 392-8100. This number is available 24 hours a day, 365 days a year. For major and comprehensive repairs, contact TPW Infrastructure Division at (817) 392-6311. TPW personnel will visit the site and make a recommendation regarding repairs.

Where can I find out about street projects scheduled for various types of maintenance?

The TPW Street Projects report contains a comprehensive listing of these projects. You can search by street name, council district and status. The Web site, www.fortworthgov.org/TPW, is updated weekly. You may also call (817) 392-6311.

How can I find out the duration of a street repair job and who do I call with questions about the project?

The number of project work days is specified in the construction contract, but are subject to change due to agreements between the City of Fort Worth and the construction contractor, the size of the project and weather conditions. For all neighborhood construction and survey projects, residents and businesses will be notified several days in advance. The construction work notice, usually a letter, door hanger or flyer will include a brief description of the project and the name and phone number of the city Staff person managing it. There will usually be information about an upcoming neighborhood meeting arranged by the city in order for you to see the construction plans and ask questions. If you have additional questions about a project or cannot attend the neighborhood meeting, you can also use the number given on the notice to contact the appropriate staff person. If you do not have a construction notice, contact the city construction inspection office at (817) 871-8306.

If there is construction work on my street, will I have access to my driveway?

Yes, the work crew will ensure that you have access to your driveway, even if your street is temporarily closed due to construction or wet weather. The exception would be if a new driveway approach was made, then residents would not have access to the driveway until the concrete had dried. For more information, contact the city construction office at (817) 871-8306.

How will street construction alter my driveway?

Street construction may include improvements or alterations up to residential property lines but will not affect residential driveways within the resident's property line. It is advisable for you to know the location of your property line and where the city's rights of way begins. For assistance in determining your right of way, call the Planning and Development Department Customer Service at (817) 392-2222.

What if a construction project affects my property?

If construction affects or causes damage to your personal property, the city will require the contractor to make all reasonable efforts to restore your affected property to its pre-existing condition or better. This includes replacement of trees, grass, shrubs, sprinkler system components or other personal property beyond the city's rights of way that were removed or badly damaged as a result of the construction. If you notice property damage, contact the city project inspector at (817) 871-8306.

Will it be necessary for a city employee or construction worker to have access to my property?

Depending on the type of project, a city employee may need to access your property. However, there should be no reason to enter your residence. Your property will not be accessed without permission from the property owner. A Right of Entry Form must be signed by a property owner before the contractor or city employee will access the property.

What hours are contractors allowed to work on utility or street construction? Can the hours be changed?

In most cases, work crews will begin working at 7 a.m. and stop at 5 p.m., Monday through Friday until the project is complete. Construction on major thoroughfares may have limited work hours, usually 9 a.m. to 4 p.m., to ease traffic congestion. Construction work hours are scheduled to complete the project as quickly as possible while minimizing neighborhood disruption. A change in work hours may be considered if the project creates a significantly negative impact on the neighborhood.

Who is responsible for moving gas and telephone lines?

Depending on the type of project, utility service lines may need to be moved prior to construction. The utility service provider is responsible for moving and maintaining gas and telephone service lines. Because the city does not have access to these lines, arrangements are made through the service provider.

Why doesn't the city replace personalized or custom address and street markers?

The city will replace or repair address or street markers that are historically valuable. However, limited city funds make it impossible for the city to replace every affected address or street marker.

Why does it take so long for the street to be repaved after sewer and water line improvements?

After one contractor has installed or replaced underground utility service lines, it is common for a second contractor who specializes in paving to repave the street. Although it is a priority to minimize the time between construction and repaving, the contractor's schedule may result in some delay.

Why is asphalt used instead of concrete in roadway construction?

The city uses both concrete and asphalt in street construction. Factors considered include available funding, traffic levels and vehicle types accessing the roadway. Asphalt is a widely used material because it is durable and economical.

How do I request speed humps for my street?

For information about speed humps, please contact the Transportation and Public Works Department's Traffic Engineering Division at (817) 392-8770.

How do I request the installation or replacement of sidewalks for my street?

For information about sidewalks that are not part of a current construction project, please contact the TPW Customer Service Center at (817) 392-8100.

☐ Capital Improvement Projects

What are Capital Improvements?

In February 2004, voters approved a bond program in the amount of \$ 273,500,000 for various improvements in six program areas as follows:

- Street and Storm Sewer Improvements \$ 232,900,000
- Parks, Recreation, & Community Services \$ 21,615,000
- Library System Improvements \$ 4,490,000
- Fire Safety Improvements \$ 12,635,000
- Telecommunications System Improvements \$ 1,195,000
- Public Health Facilities Improvements \$ 665,000

These improvements include neighborhood streets, parks, community facilities, athletic facilities, a library, fire stations, drainage projects, traffic signals and much more.

In May 2008, \$150 million was approved for streets, signals and bridges.

When will these improvements begin?

These improvements will be accomplished over a six year period, which was approved by the City Council. The construction schedule is available on the city's Web site and reflects when each project will be initiated by year. This information is sorted by council districts or alphabetically city wide. For more detailed information, visit the Web site at www.fortworthgov.org/TPW or call (817) 392-7804. An interactive Web site mapping tool that shows bond projects in your neighborhood is also available.

How do I find out about approved Capital Improvement Program projects?

For scheduling information, call (817) 392-7941 or visit the Web site at www.fortworthgov.org/TPW. If you are concerned about construction problems on these projects, call (817) 392-8306.

Who do I call with specific, project-related concerns?

Any concerns about a construction project or survey should be addressed to the project inspector or project manager, whose name and phone number is included in the project notice you will receive before the project begins. Please call (817) 392-8306 if you do not have a construction work notice.

 Freeway and County Road Repairs**Who do I call about getting repairs done or other problems on a freeway, state highway or county road?**

All freeways and state highways such as Loop 820, I-30 I-35, I-20; Highways 121, 170, 180, 183, 199, 287, 360, 377, 580 are maintained by the Texas Department of Transportation. The local phone number is (817) 370-6500.

For questions or problems regarding county roads, contact Tarrant County at (817) 884-1250.

 Bridge Repair and Painting**Who do I call about a bridge that needs repair or painting?**

Call TPW Infrastructure Division at (817) 392-6311.

 Flooding and Drainage**Who do I call about a clogged or damaged storm drain?**

Call TPW Customer Service at (817) 392-8100. This number is available 24 hours a day, 365 days a year. They will send a crew to clean out the inlet.

Who do I call about street flooding?

Call TPW Customer Service at (817) 392-8100. This number is available 24 hours a day, 365 days a year. They will provide barricades, if needed, to ensure the safety of citizens.

Who do I call about flooding from storm water that enters a home or building?

Call TPW Customer Service Center at (817) 392-8100. Engineers will investigate the cause of the flooding.